



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts March 2013

What is recyclable in the Café and what isn't? I'm always confused when I finish lunch and get to the bins and don't know what stuff to put in which. That's a great question – and here's an easy answer!

JUST ABOUT EVERYTHING in the Café is now recyclable and can go in the Blue Bins

The only containers that **CAN NOT** be placed in the blue bins are the “board-type” carryout boxes, mostly used for hot food. We are looking for a recyclable option for the hot foods, so stay tuned. In the meantime, here is a breakdown of Trash vs. Recycle:

TRASH: Napkins (soiled or not), straws, stirrers, toothpicks, cellophane wrappers; condiment and dressing packets; “board-type” carryout boxes; sugar packets (too small). **RECYCLABLE:** plastic knives, forks, spoons; soda, salad and soup cups w/lids; clear plastic carryout food containers; coffee cups and lids; deli sandwich “boats”; pizza boxes; Solo condiment cups & lids.

PREFERRED: When ordering, say “That’s for here, please!” and Café staff will put your order on our melamine plates. Then choose the stainless steel flatware. Every person using regular plates and stainless flatware saves the Community about \$.25 in disposable costs. And at 400 meals per day, those savings add up in a hurry. So thanks for asking – and remember to **GO GREEN!**

Why are the \$3.00 off Food Cards and stamp cards for beverages going away? They truly make eating in the Café a bargain.

Thank you for asking and it was a difficult decision to do so. Here are the main reasons for eliminating the cards:

- When first introduced, the cards were intended to be a one-month promo to increase sales of specific items. Unfortunately, 1 month turned into 3 years; and the “coffee rewards” cards morphed into “all drinks.”
- Over the past three years, Café food cost (as a percentage of sales) has steadily increased from 45.8% to 50.2% as the cost we pay for food has increased. We have implemented only limited price adjustments in trying to offset those rising costs
- Last year, Café customers redeemed more than \$15,000 in rewards cards for both food and beverage, 5 times the amount redeemed for free birthday meals (which ARE NOT going away)
- Eliminating the rewards cards will lower our food cost (as a percentage of sales) by as much as 3% annually and help the Café hold other prices in check – for instance, the popular \$1 coffee & soda refills will remain at \$1
- Some customers actually complained that processing the cards took too much time and caused longer wait times to cash out
- Finally, the rewards cards will return occasionally as “limited time” promotions – as they were originally intended – to help drive sales of specific items. Hope this information helps. Thanks for your continued support and understanding.

Would like to suggest the Café serve “Community” type foods like red and green chili w/popovers on a more regular basis. The community-style food the Café makes is delicious and it would save me from having to go off site to get it.

Thanks for the suggestion. 10 of 12 hourly Café staff are Community members or from Community families and so the recipes are truly Community-grown. We implemented your suggestion at Ag Lease, and will begin serving Red and Green Chili, Menudo and Posole every other Thursday in the Café. Thanks again for the idea.

Noticed you have different kinds of Jell-O and pudding available. But all of them have whipped cream, even the sugar free. Could there be some without the whipped cream and if possible more of the fat free or sugar free pudding options? I'm trying to cut out additional fat and sugar. Thanks. Thank you for asking. The good news is that all of that “whipped cream” – all of it – is sugar free! As to alternative and/or additional sugar free Jell-O and pudding options, ARAMARK is checking with their suppliers. Stay tuned! And thanks again for the suggestion.

I ordered two natural scrambled eggs, chorizo, and cheese on a tortilla for breakfast. When I got back to my office I opened up my sandwich and the eggs were not cooked in the middle, but were clear and runny. They were also not scrambled, but were made omelet style. Thank you for letting us know. We apologized, talked to the cook, and gave you a free breakfast the next day.

How do I order balloons? Simply call the Café at 480-362-5537 or 5538 and place your order, or see any cashier.

We always check the menu for Menudo and never fail to go to the Café when it's served. We love it! It was served today and we went, but when we got there (almost noon), we were informed we had to wait another 45 minutes because it was not ready, something with a delivery issue. We didn't have time to wait, but we were given a complimentary meal to compensate, thanks to the Manager (Dan Barolli, ARAMARK). We just want to say THANK YOU to the Cafe! We'll be back for the next Menudo. ☺

Thanks for sharing your experience and sorry our supplier's delivery was running late that day. See you again soon.

Kudos & Klouts (Customer Comments and/or Suggestions)

- The new grill guy (David) is awesome. Good cook and friendly.
- Spicy Beef Vindaloo is seriously off the charts. Delicious.
- Red Chili, squash and cheese at Ag Lease was some of the best I've ever had. Thank you.
- You could have done better on the food chosen to represent the Super Bowl cities...
- “Killer” Eggplant Parmesan has like 2467 mg of sodium. Must be pre-packaged food.
- Sometimes, Café workers are rude to each other. Really? All workers should be treated with respect and...corrected, if necessary when something DOES go wrong, in a nice way. It is disturbing to us as customers...
- Thanks to all Round House staff for making it such an enjoyable and relaxing place to eat!
- I finally won something! Thank you! I never win anything! (Thanks! We've given out 133 prizes already this year!)
- No spam again! Seem to be out more often than we actually have it lately.
- Just started my diet and here comes Breakfast Moco Loco – with gravy no less! Yum!
- I bought a small chocolate Valentine's cake yesterday and my wife and I ate some of it last night. It was DELICIOUS!
- Writing on the cake you catered did not look very professional. Tasted great – just looked bad. We were disappointed.
- Thank you for your hard work and extra effort in making the Ag Lease Payout 2013 a huge success

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 4.10, March 2013)

